



February 2008

Inside College Station

from the City of College Station Public Communications Department • College Station, Texas



College Station Utilities

Reliable, Affordable, Community Owned

A new Utility Customer Service Online System is coming!

Get ready for a wealth of utility information at your fingertips! Utility Customer Service is excited to announce that a new Utility Customer Service Online System is coming in March. The new Online System will allow customers to:

- Use a PIN to access accounts online (one per account number).
- Pay bills by check, Mastercard, Visa, or Discover.
- Have bill payments show up immediately on an account. For example, if a bill is due on 3/25/08 and a customer pays online at 2:15 AM on 3/26/08, payment will be considered late.
- Securely store credit card account numbers and/or checking account information in a billfold.
- Make mailing address changes, as well as update phone numbers and email addresses.
- View a payment history to see when payments were applied, show forwarding balances, etc.
- View a consumption history to monitor month-to-month or year-to-year usage, and see a daily usage average.
- View a billing history that

provides bill dates, due dates, balance forwards, current charges, and total amounts due.

FREQUENTLY ASKED QUESTIONS

Why am I required to have a PIN?

You will have the ability to make changes to your contact information, so having a PIN helps to restrict others from accessing your account. Creating a PIN will be the first step to accessing your account online.

What happens if I have roommates who want to pay online and I set up the account and PIN?

If you set up the account and PIN and want to give your roommates access to the account online, you would need to share your PIN with them.

Can I store multiple credit card account numbers in the billfold?

Yes. You can store more than one credit card account number and/or checking account number. Only the last four digits of your account

numbers will be displayed in the billfold.

How long does it take for my payment to post?

If you make a payment online, the payment will post immediately to the account at the time of authorization. You will immediately see the payment on the payment history screen.

What if my utilities are turned off for non-pay and I make a payment online?

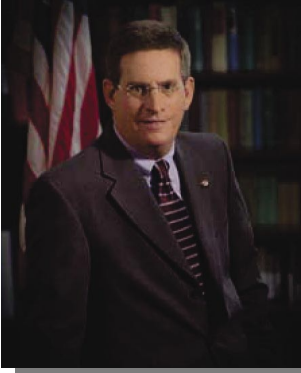
Will my services automatically be turned back on? After you make your payment online, you will need to notify a customer service representative of your payment. Once you call and speak to a representative, the necessary steps will be taken to restore your utility services.

When will recurring payments be available?

Recurring payments are currently scheduled to be available in late spring.



Visit www.cstx.gov/ucs for up-to-date information on our new Utility Customer Service Online System.



College Station City Manager Glenn Brown Credentialed

Glenn Brown, College Station's City Manager recently received the *Credentialed Manager* designation from the International City Manager's Association (ICMA), the premier local government leadership and management organization. Brown is one of more than 1,000 local government management professionals currently credentialed through the ICMA Voluntary Credentialing Program.

MARK YOUR CALENDAR

March 6

College Station Planning & Zoning Meeting (7pm)

March 13

City Council Workshop (3pm) & Regular Meeting (7pm)

March 20

College Station Planning & Zoning Meeting (7pm)

March 21

"GOOD FRIDAY"
City offices closed

March 27

City Council Workshop (3pm) & Regular Meeting (7pm)

*Watch City Council meetings live on Channel 19 or online at www.cstx.gov.

Master Composting Training March 7, 8 & 10 -----

How does your garden grow? The Master Composting Training program is perfect for individuals who want to gain composting expertise and assist in educating their community in the area of backyard composting. There is a \$15 class fee which includes a T-shirt, instructional materials, compost bin, and Saturday lunch.

For more information, or to register, call 764-3806.

Spring Break Safety Tips March 10-14 -----

Many students will spend this year's break traveling to destinations such as Cancun or South Padre Island. Because such trips may involve the combination of large crowds and alcohol, it is important for students to be aware of their own safety and the safety of their friends. College Station Police offers a few safety tips to consider:

- Make sure your friends and relatives know where you will be vacationing, when you will depart, and when you expect to return.
- Use a reputable travel agency. Know what kind of transportation,

housing, and food and beverages are included in your package.

- Know the alcohol laws at your destination. Ask a travel agent for information on local laws regarding alcohol consumption age and use.

For more tips, call 764-3573 or go to www.cstx.gov/police.

College Station Seeking Cemetery Spaces -----

The City of College Station would like to increase its inventory of available cemetery spaces in the College Station City Cemetery located on Texas Avenue. The City will purchase unwanted spaces for the current sale price of \$600 per standard space.

New Memorial Cemetery & Aggie Field of Honor -----



The City of College Station has also acquired 56.57 acres of land for the new municipal cemetery which will be called the Memorial Cemetery of College Station. The new cemetery will be located at 3800 Raymond Stotzer Parkway, on the northwest corner of FM 2818 and FM 60.

At least 20 acres of the new site will be designated as the *Aggie Field of Honor*, which will market to students, former students, faculty, staff, family, and friends of Texas A&M University.

For more information, or to sell back unused spaces, contact Ross Albrecht at 764-3410 or ralbrecht@cstx.gov.